



SERVICE MANUAL

AE-6A CHASSIS

MODEL	COMMANDER	DEST	CHASSIS NO.	MODEL	COMMANDER	DEST	CHASSIS NO.
KV-36FS76B	RM-938	FR	SCC-Q83L-A	KV-36FS76U	RM-938	UK	SCC-Q84J-A
KV-36FS76E	RM-938	ESP	SCC-Q81N-A				

SUPPLEMENT - 1

SUBJECT : ADDITION OF CUSTOMER SERVICE MENU PAGES

A Customer Service Menu has been added to these models.
These pages will be added after the connector pages. This
supplement shows the functions and how to access the menu.

CUSTOMER SERVICE MENU

The Customer Service menu is provided in order to assist fault diagnosis when the customer reports a problem. The menu can be invoked by the customer on request from the service technician or dealer during a telephone conversation. The customer is then able to provide information regarding the current status of the set. The information gained can then help to increase the number of problems that are solved on the first call out by the service engineer and also reduce the amount of “No problem found” cases. The Customer Service Menu will be read only, preventing the customer from modifying the state of the TV at this time.

1. Entering the Customer Service Menu

The customer service menu can be entered by simultaneously pressing the Menu key on the Commander and the volume minus local key on the TV.

2. Description of Information available

The following information is available from the Customer Service Menu:

AE6(A) CUSTOMER SERVICE MENU		
1	Model	KV-36FS76
2	Chassis Name	AE6(A)
3	SW Version	V690B3
4	Brightness Level	25
5	Contrast Level	40
6	Colour Level	31
7	Sharpness Level	25
8	Noise Reduction	Mid
9	DRC Mode	DRC 100
10	Auto Format	On
11	Format Correction	On
12	Audio System	Stereo
13	Sound Effect	Natural
14	Speaker Vol	30
15	Headphone Vol	60
Select: ▼ for next page		

AE6(A) CUSTOMER SERVICE MENU			
16	Speaker Balance	0	
17	AFT	On	
18	Tuner Frequency	KHz	672875
19	TV system	BG	
20	Colour system	PAL	
21	EMMA Recovery	On	
22	Error 1	0	
23	Error 2	0	
24	Error 3	0	
25	Error 4	0	
26	Error 5	0	
Select: ▲ for previous page			

2.1 Item 1: Model

Displays the model name of the TV stored in NVM

- KV-29FQ76, KV-32FQ80, KV-36FQ80, KV-36FS76
- KD-32NX200, KD-32NS200, KD-36NX200, KD-36NS200, KD-32DX150

2.2 Item 2: Chassis name

Displays the chassis name

- AE6(A), AE6D Next

2.3 Item 3: SW Version:

Displays the analogue software version the TV is running

- e.g. V690B3

2.4 Item 4: Brightness level

Displays the current NVM setting of the brightness level of the picture.

- Range : 0 63

2.5 Item 5: Contrast level

Displays the current NVM setting of the contrast level of the picture.

- Range : 0 63

2.6 Item 6: Colour level

Displays the current NVM setting of the colour level of the picture.

- Range : 0 63

2.7 Item 7: Sharpness level

Displays the current NVM setting of the sharpness level of the picture.

- Range : 0 63

2.8 Item 8: Noise reduction

Displays the current NVM setting of the Noise Reduction.

- Valid data : High, Mid, Low, Auto or Off

2.9 Item 9: DRC mode

Displays the current NVM setting of the DRC Mode.

- Valid data : Off, DRC 50, DRC 10

2.10 Item 10 : Auto Format

Displays the current NVM setting of Auto Format.

- Valid data : Off, On

2.11 Item 11 : Format Correction

Displays the current NVM setting of Format Correction.

- Valid data : Off, On

2.12 Item 12: Audio system:

Displays information about the audio system of the selected source.

Note: For AE6D Next this displays information about the analogue signal only

- Sound muted: No sound.
- Mono: Mono sound received.
- NICAM stereo: NICAM encoded stereo sound signal received.
- Dual A: Channel A of a bilingual broadcast received.
- Dual B: Channel B of a bilingual broadcast received.

2.13 Item 13: Sound effect

Displays information about the current sound effect and graphic equaliser settings.

- Valid data : Personal, Dolby V, Dynamic, Natural

2.14 Item 14: Speaker Volume

Displays the current loudspeaker volume setting.

- Range : 0 63

2.15 Item 15: Headphone volume

Displays the current headphone volume setting.

- Range : 0 63

2.16 Item 16: Speaker Balance

Displays the current speaker balance setting.

- Range : -30 (full left) 0 (centre) +30 (full right)

2.17 Item 17: AFT:

Displays the current value of Automatic Fine Tuning function.

Note: For AE6D Next this displays information about the analogue signal only

- Valid data : Off, On, N/A (not available - displayed in AV mode)

2.18 Item 18: Tuner frequency:

Displays the current frequency of TV tuner (in KHz) or N/A (not available) in AV mode

Note: For AE6D Next this displays information about the analogue signal only

2.19 Item 19: TV system:

Displays information about the video system of the selected source.

Note: For AE6D Next this displays information about the analogue signal only

- BG: BG signal received.
- DK: DK signal received.
- I: PAL I signal received.
- L: SECAM L signal received.
- EXT: External signal received.

2.20 Item 20: Colour system:

Displays information about the colour system of the selected source.

Note: For AE6D Next this displays information about the analogue signal only

- Black and white: No colour carrier is being received.
- PAL: PAL signal received.
- SECAM: SECAM signal received.
- NTSC: NTSC signal received.

2.21 Item 21: Emma Recovery:

Displays current status of Emma Recovery (TT98: Enable/Disable).

Note: This is only displayed for AE6D Next chassis

- Valid data : Off, On

2.22 Items 22-26:

Displays the last 5 stored errors (see 3.3.1 for details of data)